

CALNET II RFP DGS-2053
Question and Answer Set #16
November 22, 2005

60. Section 6.1.7.4, Bullet 3 refers to "...line assignments to support the tools and reports..." Please provide clarification on what is meant by line assignment – is it the actual cable pair?

The term "line assignment" refers to the telephone # identification (e.g. billing telephone number, working telephone number, etc).

61. Reference Answer to Question 52 in Question Set 15, does the State expect contractors to add additional equipment to existing State LANs when it says "and any other components required to make the service fully operational..." to make them VoIP compliant? If so, is the State going to supply contractors with an inventory of existing LAN equipment and software so respondents can design their solutions? If not, are respondents to assume that VoIP networks are required to be 100% operationally independent of any existing routers, switches, UPSs, and firewalls that may exist at the customers site?

Question 52 refers to Section 6.3.2, the Hosted Standalone Telephony service. This service is a full turn key service and independent of the customer's LAN.

62. The last sentence in the third paragraph of section 6.3.2 states: "All E9-1-1 associated updates including premise Equipment shall be the responsibility of the Contractor." Is the State referring to updating premise equipment to being compliant with future E911 protocols or updating the location of premise equipment when it is moved? Is the State amenable to system where employees are required to notify the vendor of moves through a website or e-mail to update the E911 database to ensure employee safety?

The Contractor will be responsible for updating the E911 database when equipment is moved. The Contractor shall propose the method(s) to accomplish this and identify any dependencies that the customer must comply with.

63. RE: Section 4.5.5.2.3, Competitive Business Goals Between Affiliates, the meaning of the paragraph is not clear. Please provide a further description, and give an example, of what is meant by: "Bidders shall describe in detail the process for how conflicts in competitive business goals between Affiliates and service Modules will be resolved so as not to negatively impact the provisioning of service to Customers."

Under RFP DGS 2053, four separate service contracts may be awarded. It is conceivable that a single corporate entity may be awarded two or more service modules and opt to provide services to each module through different business units or affiliates. These different business units or affiliates may have different and even competing goals. The State seeks a detailed description of the processes that will ensure that it will not be disadvantaged and customers' negatively

impacted as a result of any competitive goals that may exist between corporate affiliates.

For example, a Customer might request a transfer from Module one services to Module 3 services. The Customer should not experience service delays because different business units or affiliates of the same corporate entity have competing goals and thus poor channels of communication between one another.

64. RE: Section 4.5.8, Service Technical Evaluation And Demonstration Process (M) -- end of third paragraph, Please clarify what the State means by: "service interfaces and/or components."

Service interfaces are defined as actual transport connections such as Frame Relay or ATM circuit appearances for testing or validation of that service. Components are defined as the equipment that connects to CALNET II transport services such as NIUs or CSU/DSUs but may also include equipment such as VoIP phones or other end user equipment required for the validation of proposed services.

65. Section 6.1.2.9.5, Call Center Maintenance, addresses maintenance to be provided to call centers. If we are providing the service via a network-based solution, we would not be providing on site center maintenance. We are unclear as to what the State is looking for here. What was the State's intent for this requirement?

Maintenance shall be offered by the Contractor for any contractor-provided equipment that resides on the Customer premise for operation of the proposed service. Whether it is done via network or on-site solutions is up to the Contractor.

66. Section 6.1.5.1.1, Extended Demarcation Wiring Services, addresses pricing, but section 7 the spreadsheet only allows for "One time cost per item", "Monthly Recurring Cost Item/Unit", and "Cost per Change per item", and does not provide a format to quote labor and materials. Can the State modify the pricing structure to include labor, a schedule of materials and multiple unit pricing?

This section has been modified in Addendum 16 to allow for greater granularity. The corresponding spreadsheet in Section 7 will be updated in a future addendum. Bidders should consider the entire volume of the State when pricing volume discounts. Additionally, the inclusion of Capped pricing in this RFP allows for pricing discounts. The unsolicited features section may be used to propose additional service elements but labor and materials should be combined/bundled in each additional service proposed.

67. Section 6.2.17 addresses Required Customer Premise Equipment (CPE). Can the State clarify this requirement? Does this mean that the contractor shall only provide CPE for its services if it is required to make the service functional and only if the CPE is "exclusively" offered by the contractor and cannot be procured through any other means?

Yes.

68. Section 6.1.5.3 addresses Services Related Hourly Support. The cost table in Section 7 only allows for "One time cost per item", "Monthly Recurring Cost Item/Unit", and "Cost per Change per item" and does not provide a format to quote labor and materials. Can the State modify the pricing structure to include labor, a schedule of materials and multiple unit pricing?

This has been addressed in Addendum 16 to reflect the labor only pricing structure. Materials should not be included in this section. The corresponding cost sheet in Section 7 will be updated in a future addendum.

69. Section 6.2.16.1 addresses Services Related Hourly Support cost table in Section 7 only allows for "One time cost per item", "Monthly Recurring Cost Item/Unit", and "Cost per Change per item" and does not provide a format to quote labor and materials. Can the State modify the pricing structure to include labor, a schedule of materials and multiple unit pricing?

This has been addressed in Addendum 16 to reflect the labor only pricing structure. Materials should not be included in this section. The corresponding cost sheet in Section 7 will be updated in a future addendum.

70. Section 6.3.8.1.1 addresses Simple Wiring Services, Extended Demarcation Wiring Services. The cost table in Section 7 only allows for "One time cost per item", "Monthly Recurring Cost Item/Unit", and "Cost per Change per item" and does not provide a format to quote labor and materials. Can the State modify the pricing structure to include labor, a schedule of materials and multiple unit pricing?

This section has been modified in Addendum 16 to allow for greater granularity. The corresponding cost sheet in Section 7 will be updated in a future addendum. Bidders should consider the entire volume of the State when pricing volume discounts. Additionally, the inclusion of Capped pricing in this RFP allows for pricing discounts. The unsolicited features section may be used to propose additional service elements but labor and materials should be combined/bundled in each additional service proposed.

71. Section 6.3.8.2 addresses Services Related Hourly Support. The cost table in Section 7 only allows for "One time cost per item", "Monthly Recurring Cost Item/Unit", and "Cost per Change per item" and does not provide a format to quote labor and materials. Can the State modify the pricing structure to include labor, a schedule of materials and multiple unit pricing?

This section has been modified in Addendum 16 to reflect the labor only pricing structure. Materials should not be included in this section. The corresponding cost sheet in Section 7 will be updated in a future addendum.

72. Section 6.1.6.2 addresses Exclusively Available Voice Sets and Voice/Data Equipment. Can the State please further define "Exclusively Available Equipment"? Does this mean equipment that is exclusively provided through the contractor and cannot be purchased from any other source or procurement vehicle such as CMAS?

Yes.

73. Section 6.1.4.5 addressed the Training Plan and includes the phrase: "General Training Requirements shall be included in the Training Plan as a response to this RFP as described here. The Training Plan must: Estimate for each of the three types of training....." What are the three types of training referenced here?

Section 6.1.4, General Training Requirements, includes four categories; Transition Orientation and Training, Contract Services Training, Classroom Seminar and Education Training, and Contract Management Training. Of those, Classroom Seminar and Education Training is classified as Desirable; the others are Mandatory. The reference in 6.1.4.5, Training Plan, is to the three mandatory training categories.

74. Section 6.1.5.2 addresses Emergency Restoration Services-Fiber Loop. The State requests thirteen items in table 6.1.5.2 (such as 36 Strand 62.5/125 um cable.) Many of the items are reflected for pricing in the corresponding worksheet in Section 7 but several are left out (such as Laborer, Backhoe etc.) Does the State intend to modify the Section Seven 6.1.5.2 spreadsheet to reflect items requested in the table of 6.1.5.2? Since units are not specified, please include units to be priced for each item (such as fiber in 1,000 ft. lengths.) Is 6 or 12 strand single mode pricing also required?

This has been corrected Addendum 16. The corresponding cost sheet in Section 7 will be updated in a future addendum.

75. Section 6.1.5.3 addresses Outside Plant Copper Facilities. There is a requirement for the Contractor to "maintain and repair all cables and conduits identified in Table 6.1.5.3.1", "regardless of the Contractor's intent to utilize the Sacramento Facilities". Is the Contractor required to provide this support for services not used at no charge?

Yes.

76. Section 6.3.5.1 addresses IP Network Based Interactive Voice Response (IVR) System. Could the State please provide additional explanation on "Translator" and "Call Progress Detection"?

Please clarify your question and identify why the current definitions provided in the RFP are insufficient.

77. Table 6.2.9a, section 6.2.9, addresses Computer Telephone Integration (CTI) and references "messaging" as a feature of Voice Processing Integration. What does the State mean by "messaging" in this context?

"Messaging" refers to both messaging and signaling functions for features such as screen pops and management reporting capabilities.

78. Section 6.1.5.3 addresses Outside Plant Copper Facilities. There is a requirement for the Contractor to "maintain and repair all cables and conduits identified in Table 6.1.5.3.1", "regardless of the Contractor's intent to utilize the Sacramento Facilities". I believe we asked for the referenced table and have never received it.

The requested information will be included in a future addendum.